

Storm Season Preparation 2010-11



Overview

- The Operations Response Center
 - Roles and Responsibilities
- Urban Flood Preparation and Response
 - Preparation
 - Response
- Freeze Preparation and Response
 - Preparation
 - Response
- Other SPU Plans
 - Disaster Response
 - Continuity of Operations (COOP)
 - Major Rivers Flooding

The Operations Response Center

- SPU's Operations Response Center (ORC) is staffed 24-hours a day, seven days a week.
- ORC Operators take calls from internal and external customers and create work orders.
- ORC Operators prioritize and dispatch work orders using the Field Operations Mapping System.
- The ORC serves as a central point for communicating event updates from management to field personnel.
- The ORC activates the appropriate Emergency Action Plan (EAP) when directed.
- ORC staff augment Field Operations and Maintenance staffing levels according to Standby/EAP procedures or at the direction of the Incident Commander.



Urban Flood Response Overview



Urban Flood Preparation

■ Before the storm season, Drainage Crews perform:

- Mainline Cleaning
- Ditch Maintenance
- Creek Projects
- Inlet Inspection/Cleaning
- Catch Basin Pumping

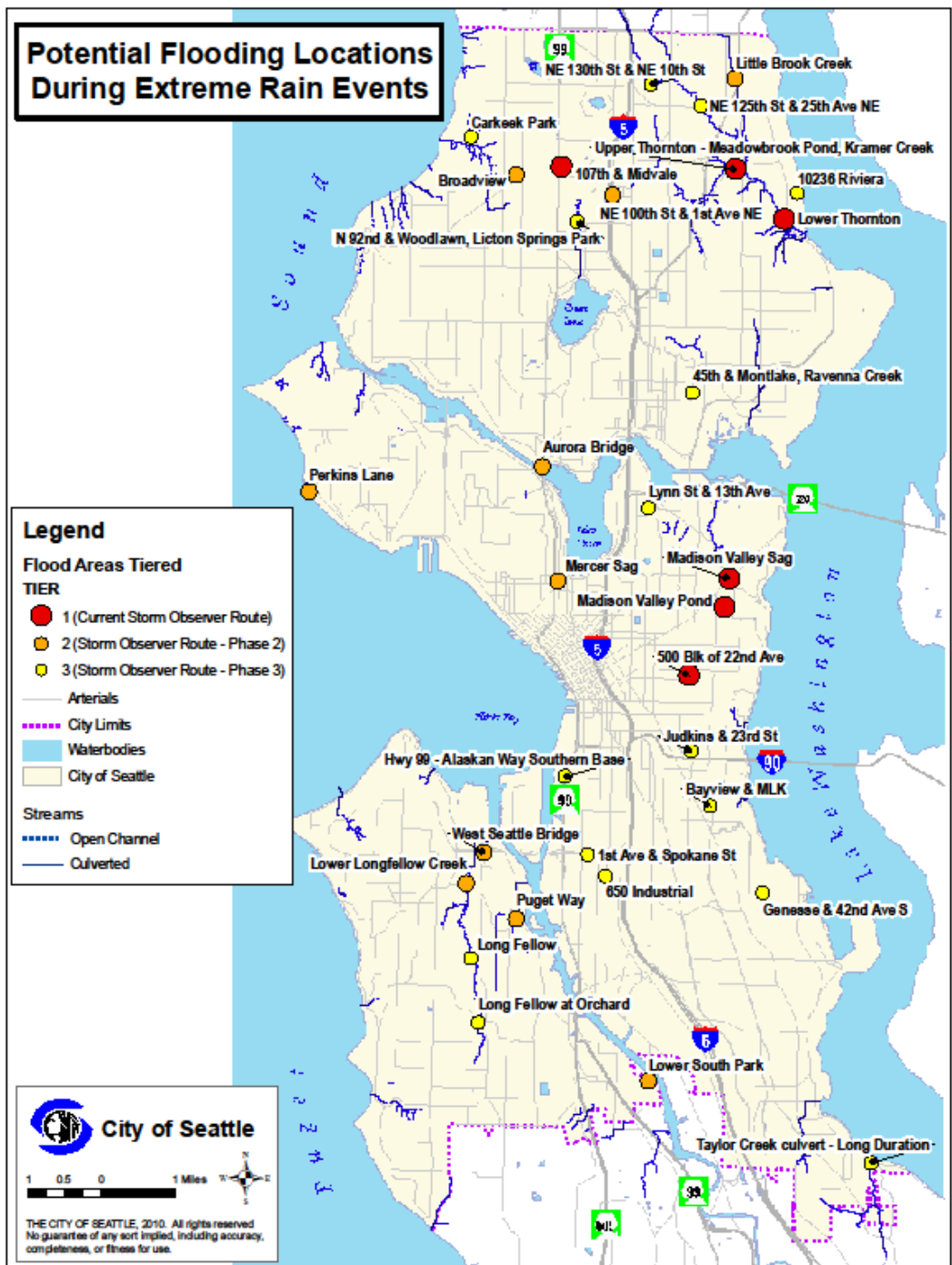


■ SPU Staff also Receive Training

- Operations Response Center Staff
- Call-Takers, Storm Observers
- Customer Service Representatives and Field Crews
- Leadership

Potential Flooding Locations

- SPU Storm Observers monitor these areas before and during the event.
- Equipment is pre-positioned at some locations to facilitate timely response efforts.

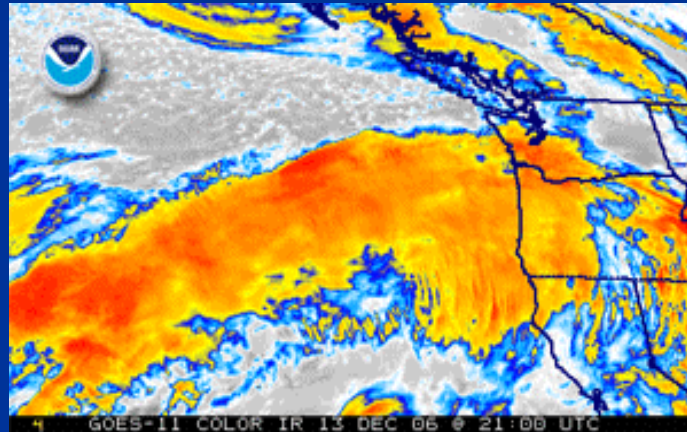


Urban Flood Preparation

- Autumn Leaf Program – Encourages Citizens to:
 - Clean leaves out of drains, streets and ditches
 - Not blow leaves into streets
 - Report flooding, ponding, and clogged drains
 - Participate in the “Adopt-a-Drain” Program
- Public Outreach Efforts Include:
 - Media releases
 - Information in Utility bills
 - TakeWinterbyStorm.org
 - Staging sand bags at four (4) Community Centers in areas prone to flooding.
- SPU communicates with residents in neighborhoods, which have experienced significant urban flooding in the past, through community meetings, blogs, etc. This is done in advance of seasonal storm activity to inform residents of SPU’s response and preparedness activities.

Urban Flood Preparation

- SPU closely monitors:
 - Current and forecast weather conditions.
 - Urban Flood Warnings issued by the National Weather Service.



- If the risk of significant flooding appears imminent, SPU may pre-position equipment in proximity of those pre-identified “hot-spots.” SPU may also use the NXT Out-dialer System (Madison Valley area only) to notify affected residents of increasing risks.

Urban Flood Preparation

- Urban Flood Response Plan
 - SPU prepares to activate its Urban Flood Response Plans
 - SPU has prepared six (6) site-specific emergency response plans for:
 - Madison Valley
 - 500 Block 22nd Ave
 - Upper Thornton Creek area
 - Lower Thornton Creek area
 - South Park
 - Densmore
- Stand-by Crews are readied to respond
- Storm Observers monitor conditions

Urban Flood Response

- Drainage Crews (90 employees) Respond to Events Based on Reports from:
 - Storm Observers
 - Pre-deployed Drainage Crews
 - Citizens

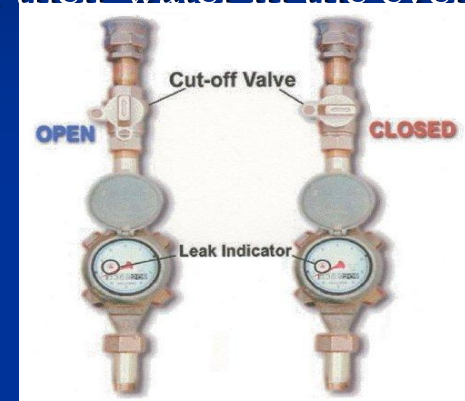


Snow and Freeze Response Overview



■ Before the Freeze

- Seattle Public Utilities Water Distribution crews install Top Shut Off Valves and instruct homeowners how to shut off their water in the event of a leak emergency.



■ Freezing Weather Public Outreach –

The program includes strategies to increase public awareness and preparedness by making information available through:

- TakeWinterbyStorm.org
- Articles in the November/December issue of *@ Your Service* (SPU's bimonthly customer newsletter) recommending that customers know where and how to turn off their water supply. Also included are suggestions on winterizing the homeowner's water system.
- Coordinated efforts with SPU's Communications Office to send media news releases, Public Service Announcements highlighting ways to keep water pipes from freezing.

■ During the Freeze/Thaw

- The Operations Response Center activates SPU's Freeze Response Plan
- Extra Water Distribution crews are deployed geographically throughout the city and respond to:
 - SPU pipe leaks/breaks
 - Control on-property flooding calls due to private pipe breaks
 - Respond to no-water calls from customers with frozen pipes.

■ Assistance to other City Departments

- SPU trucks drivers are trained to operate snow plows and are made available to assist SDOT in de-icing and street-clearing operations.



Summary

- Raise Awareness
- Geographically deploy resources
- Bring in additional resources to take calls and manage work orders
- Increase field staff, deploy Storm Observers
- Establish Incident Command by activating Department Operations Center

Summary

- Activate Emergency Action Plans
 - NXT Outdialer System
 - Pagers
 - Radio
 - Phone Calls
 - Email Alert



Summary

■ Principle Players

- Field Operations and Maintenance Directors
- Field Operations and Maintenance Management Team
- The Operations Response Center
- Customer Service Utility Service Inspection
- Storm Observers – extra eyes in the field
- SPU Claims Coordinator
- Communications – Public Information Officer
- CERT: Community Emergency Response Team
- Crew Scheduling and Planning
- SPU Emergency Management
- City Emergency Operations Center



Questions?